



Gretchen,

Below is some information to provide clarity on our micro shelter community supports and processes. This letter will include clarity on our safety team's role and general safety of our sites. It also includes our guest agreement and site standards which we have every guest sign and hold them accountable to.

Site Safety and Security Points of Interest:

- C@P strives to create safe spaces for our guests, employees, and our neighboring communities by having a comprehensive safety plan. This includes:
 - 24/7 staffing in the fenced in community area.
 - Digital accountability in the form of video surveillance that covers all shared living areas and the direct outside perimeter of our sites.
 - DPSST certified security team that helps add attention to the parking lots and perimeters of our sites. This team supports site staff when there are emergency or crisis situations as well as our neighboring properties.
 - Comprehensive communication plans:
 - Site staff have clear passdown communication in the form of a log that is updated every shift, as well as a 30 minute transition between each shift so that there is time for staff to get the new shift up to date on things that are going on.
 - Security staff have clear passdowns from shift to shift that are also shared with shelter management, as well as the same 30 minutes transition time to update the oncoming crew on what is going on.
 - Work with neighboring businesses and residents with an open line of communication which includes a phone number for people to call if there are concerns.
- Church at the Park has not had any injuries or deaths related to the train crossing at the site next to Portland and Silverton road. We will include language on our site standards agreement that will address the safety of this crossing.

Neighborhood Impact:

C@P is committed to be good neighbors to surrounding properties and works to be responsive to neighborhood complaints and concerns. Our DPSST certified 24/7 safety team acts as a steward of these partnerships. The team has been trained in working with individuals who are escalated, those that are suffering mental health disorders, and those under the influence of substances. C@P has been building a report with both city and police officials so that we can all work together to create a safe neighborhood around our micro-shelter communities.

Neighborhood partnerships:

- 24/7 phone available for neighborhood concerns and questions.
- Safety Team does multiple walkabouts which includes properties within 150 foot perimeter of our sites
 - If there are camps being raised or people sleeping on public property the team will make contact with the individuals.
 - They will inform the individuals this is not an appropriate place for them to be.
 - They will start problem solving alternatives.
 - They will connect them with our outreach team or other partner agency to help them find an alternative place to be.
 - If an individual refuses to leave or is hostile the team will contact police and work with them/city to help them relocate.
 - If there is an issue on private property the team will make contact with the property owner (or property owner can contact the safety team) to confirm our presence and support.
 - Team will inform the individuals this is not an appropriate place for them to be.
 - They will start problem solving alternatives.
 - They will connect them with our outreach team or other partner agency to help them find an alternative place to be.
 - If an individual refuses to leave or is hostile the team will contact police and work with them/city to help them relocate.

Guest Expectations Points of interest:

- All residents agree to our site expectations before they move into one of our communities.
- 30 day certification periods.
 - All guests must be engaging with case management and be working on a transition plan to be recertified.
 - These plans include mental health treatment, drug and alcohol rehabilitation and support, as well as plans to move into the next housing opportunity.
 - Behaviors, treating others with respect, and engagement are all considered when it is time for the 30 day recertification review.
- Behaviors
 - Disruptive, threatening, dangerous and disrespectful behavior will not be tolerated whether the behaviors are related to substance use or otherwise.
 - C@P supports a drug and alcohol free environment. Selling or trading substances on our property will result in a service restriction.
- Staff work alongside shelter management to work through breaks in community expectations.
 - Typically we start with a conversation and reminder of the expectations.
 - Then we move to a written warning and conversation with shelter management.
 - If the expectations continue to be broken then we create an action plan with a clear understanding of what is expected to be changed and what will happen if the behaviors continue.

- If behavior continues we then create a transition plan for the guest to leave our site.
- All of this is subject to the individual occurrence.
 - We will transition someone immediately for an instance of violence.
 - If the infraction is more serious we will move straight to a written warning, action plan, or suspension of services.
 - These decisions are made with shelter leadership.
- Site Standards
 - Each site is a little bit different so we have a separate sheet with standards specific to the site. This can include things such as:
 - Parking and traffic flow
 - Storage and cleanliness
 - Foot traffic
 - Pet expectations

Transportation Support:

- To help mitigate the traffic impact and to support our guests without vehicles we offer a number of options for people to use.
 - First we will be across the street from a grocery store
 - This site is also centrally located and within walking distance of many of the other service providers in downtown Salem.
 - There is a bus stop right next to us and we offer bus passes to our guests for varying appointments and services.
 - C@P staff offer transportation to critical services and appointments as needed.

On Site supports

- Personalized case management
- Connections to community partnerships
- One meal a day with other grab and go foods throughout the day
- Partner groups (churches mainly) bringing additional meals
- One of the major reasons C@P has been successful in serving our guests is that we provide a safe space and support for partnering agencies to bring services and make connections in one spot.
 - This includes (but not limited to):
 - Mental health
 - Physical health
 - Housing resources
 - Job resources
 - Addiction resources

Closed Campus

- C@P shelters are closed campuses and do not allow visitors without prior written approval from shelter management.
- Drop in guests looking to access our program
 - We will inform the guest that this is a closed campus, but will try to help problem solve around next steps for that individual.
 - Inform them of drop in sites that they could go to for resources (i.e. showers, mail, sheltering)

- If they need sheltering we will work with other agencies to find a place for them to sleep.
- Work with that individual on transportation,
- We will also confirm they are connected with the coordinated entry list so that they could get on the waitlist that we use for our sites. Currently we partner with Arches on this list but are working towards also being able to enter individuals into the system in the future.

Please let me know if anything else would be helpful.

Josh Erickson

Josh Erickson



Church at the Park (C@P)

Community Expectations

HOUSING FOCUSED SHELTER:

C@P is a housing-focused shelter. You are welcome to stay here if we have space and you have no safe and appropriate alternative place to stay. If you choose to accept our services, you are agreeing to try your hardest to make progress towards housing. This is to ensure your length of stay with us is as short as possible.

We expect that everyone will conduct themselves in a way that is respectful of themselves, others, and the property. We expect everyone to contribute to the community's safe and healthy environment.

PURPOSE:

The purpose of this document is to outline the expectations for staff and participants to ensure a safe, housing focused community.

VALUES:

C@P strives to embody our values in everything we do, below is a list of our values:

- See People + Build Relationship
- Listen Well
- Practice Non-violence + Peace Making
- Practice Servanthood

PROJECT ELIGIBILITY:

Each project may have a different target population (i.e. families, women, men, etc). Please confirm with staff that this is the most beneficial space for you.

SERVICE ENGAGEMENT + LENGTH OF STAY:

Each participant is expected to actively engage in steps to resolve their homelessness and each staff person is expected to support that transition wherever possible. **Participants may stay for 30 days at the shelter.**

Participants can have their stay extended on a case by case basis by reassessing their exit plan with a case manager and making continued progress toward housing.

- **WEEKLY CHECK IN**– Staff will conduct a weekly pod check for all shelter participants. The goal of the wellness check is to ensure the health and safety of the participant and as well as the integrity of the pod.
- **MONTHLY POD DEEP CLEAN**– Each pod will have a specific day of the month that the participants will remove all items from the structure by 12pm. Staff will then conduct a deep clean of the pod and be completed before 2pm. This day corresponds with the number of your pod to the day of the month. (i.e. Pod #3 would be cleaned on the 3rd day of the month)

STAFF RIGHTS + RESPONSIBILITIES:

- **RESPECT** - C@P promotes an environment of mutual respect. We have expectations for ourselves to treat all participants in a respectful and professional manner.

- **SAFETY** - C@P staff are responsible to ensure the safety of all people on site and will enforce boundaries related to the health and safety of the community.
- **MOVE ON PLAN** - C@P Staff are expected to meet immediate needs to the best of our abilities, but do so with a desire of resolving the person's homelessness forever. Staff are expected to keep engagements focused on helping participants find permanent solutions to end their homelessness.

See attached addendum for the full list of staff expectations

GUEST RIGHTS + RESPONSIBILITIES:

- **RESPECT** –C@P promotes an environment of mutual respect. We expect that all Residents conduct themselves in a way that is respectful of themselves, others, and C@P property.
 - Disruptive, threatening, dangerous and disrespectful behavior will not be tolerated.
 - Racism, sexism, homophobia, transphobia and hate-speech is not welcome here and can result in termination of services.
 - C@P is a public space, please keep it clean.
 - Any damage or alterations to C@P property will not be tolerated and may result in termination of services.
 - Maintain the confidentiality of everyone using the shelter.
 - Participants doubled up in a pod will be asked to sign a shared living agreement to ensure both parties can use the space peacefully with minimal conflict.
- **SAFETY** – C@P is committed to creating a safe space for everyone. We may impose rules to promote safety procedures including building capacity, fire codes, and health codes.
 - All current State and Federal COVID protocols and quarantines will be followed and posted.
 - Law enforcement or medical professionals may need to be allowed onsite order to speak with or detain an individual in the best interest of public safety.
 - For your safety, please wear shirts, pants, socks, and shoes in public areas.
 - Property will be under video + audio surveillance for the safety of guests and staff.
- **MOVE ON PLAN** – We want to be the shelter of first choice for anyone in need of a safe place to stay. We will meet your immediate needs to the best of our ability, but our overall goal is to support you to end your homelessness forever. To that end, we will have services on site to help you navigate to your next destination. Participants are expected to be making steps towards permanent housing.
 - You may be asked to move spots on an as needed basis.
- **FEEDBACK ON SERVICES** – Your feedback is important to us. We will provide regular town hall opportunities to discuss the service delivery and areas for improvement. Additionally, we provide an anonymous suggestion box that is reviewed weekly by management.
- **GRIEVANCE PROCEDURE** – If at any time you would like to file a grievance, forms are available at the reception desk. All grievances will be reviewed by a supervisor and responded to within two business days after submission.

NON-VIOLENCE / WEAPONS –

Any acts of violence will result in a service restriction for all parties involved. There are to be no weapons on the property. Any item used as a weapon will be removed from the property. C@P offers safe storage for small weapons (no firearms). Please check them in with staff. Items that are too large for our safe storage will need to be stored off site.

VISITORS – C@P shelters are closed campuses and do not allow visitors without prior written approval from shelter management. Some exceptions may be made for family visitation purposes.

CURFEW / QUIET HOURS – Quiet hours are from 10:00pm to 8:00am. Residents will communicate with reception for work or health related permission to leave or re-enter the property between 12:00am and 6:00am. Reception will keep a check-in and out log for exceptions to the curfew expectations.

PETS – C@P is a pet-friendly environment. No poisonous or venomous pets are allowed. All animals should be leashed or kenneled and under their owner’s control. If a pet is unattended or becomes unsafe or unhealthy for others, the guest may be asked to remove the pet from the C@P property. Pet owners will have access to supplies and be required to clean up after their pets for sanitation.

Participants are expected to treat their animals with respect, C@P staff will report issues of pet abuse or neglect to the appropriate authorities.

ALCOHOL AND DRUGS –C@P supports a drug and alcohol free environment. Selling or trading substances on our property will result in a service restriction.

SMOKING – Smoking/Vaping is permitted in designated outdoor areas only. You may not smoke, vape, use matches, or lighters inside the shelters or facility. Please use the designated receptacles to dispose of any cigarettes.

MEALS & COOKING –

- No open flames or cooking is allowed in the structures or outside on the property.
- C@P will provide one meal daily.
- Self-serve snacks will be made available between 8am and 12am as they are available. (Covid restrictions could change this practice)
- A microwave cooking station will be available in the hospitality area.

PERSONAL BELONGINGS –

- Participants are responsible for their own belongings. C@P is not responsible for lost or stolen property.
- Failure to keep the pods clean and free of damage may result in service suspension.
- No hanging items from the pods (inside or out).
- RV’s can have awnings but nothing hanging down that blocks line of sight
- Items left outside at night (12am-6am) will be removed by staff and placed in lost and found.
- If you are asked to leave for any reason and leave some of your personal belongings behind, staff will remove the items from the shelter.
- If you willingly leave the shelter for longer than 72 hours, you forfeit your spot and staff will remove the items from the shelter.
- We will hold personal belongings for 14 days and dispose of items on the 15th day.
- *All personal belongings must be kept inside your living space, no gear will be allowed outside the designated storage areas.*

By signing this agreement, I understand / certify:

- **C@P reserves the right to enter my dwelling unit for issues of imminent health or safety.**
- **C@P employees are mandated reporters and are required to call Crisis Services and/ or CPS & APS if there is concern for you / your household's imminent safety.**
- **If I am not in compliance with this agreement, C@P has the right to terminate services.**
- **The C@P Community Expectations has been explained to me and my signature indicates I understand it and accept responsibility for abiding by it.**

Participant Name (PLEASE PRINT)

Date

Participant signature

C@P staff Name (please print)

Date

C@P staff signature

ADDENDUM A: STAFF EXPECTATIONS

- It is a privilege to serve others. We want to be the program of first choice for everyone that wants to find their way back into stability. You are expected to treat your engagements with each participant as a privilege, honoring the inherent dignity and worth of every person that walks through our doors.
- Be present in the life of others. We expect you to demonstrate empathy in your engagements with people that use this program.
- We expect that you will talk to people, not about people and that you will not entertain or perpetuate gossip about co-workers or participants.
- Building relationships with the people we serve and those we work alongside is foundational to the work we do. We expect employees to carry out their work in a way that promotes the other person's dignity and is focused on building relationships and helping participants achieve stability.
- Communication is the key to building respect. When communicating with others, you are expected to pause and listen to understand before responding.
- Most of the people we serve have experienced trauma and are still impacted by that trauma, whether they readily recognize that or not. You are expected to make all engagements trauma-informed and actively work against re-traumatizing the households you are working with.
- We get an intimate glimpse into the life of each household. Treat all of the information gleaned confidentially. You are expected to only share confidential information when there is consent to do so, and only when it improves the likelihood of that client achieving housing.
- You are absolutely encouraged to have your own values and beliefs. You are not allowed to impose these beliefs upon any of our households. You are expected to be non-judgmental in all of your interactions.
- You will have bad days. We all do. The participants we serve, though, do not deserve your bad day. We expect you to separate whatever may be adversely impacting your personal life from impacting your professional life.
- We will meet immediate needs to the best of our abilities, but do so with a desire of resolving the person's homelessness forever. You are expected to keep engagements focused on permanent solutions to each person's homelessness.

Center Street - Site Standards

Driving:

We are on a busy road and will do our part to limit our impact on the current flow of traffic. Please enter the property off of Center St. and exit through the alleyway on 13th st. You can turn left to access Center Street to go east or turn right to access Court Street to head towards downtown.

Parking:

We have limited parking available to us on the property. We have the ability to have one vehicle (Motorcycles included) per adult. Vehicles will need to be registered with shelter staff and a parking pass will be issued. There is to be no working on vehicles on the property. All vehicles must be in working condition.

Walking:

In an effort to limit our impact on traffic we ask that when you cross Center Street you do so at the crosswalk of Center and 12th at the light. Please follow all traffic laws.

When crossing 12th St at the intersection with the train please be aware that when the lights are flashing, the arms are moving downward, and the bells are ringing that it means a train is coming. Please do not attempt to cross the tracks at this time. Please wait for the lights and bells to stop before crossing.

Cleanliness and Storage:

There is limited capacity for the storage of personal items. However, we do have to keep things organized and clean. C@P will provide storage options for all guests. You will have access to 4 storage totes. Up to 2 totes can be stored in our storage units.

Animals:

Animals must be under the owners control at all times while on C@P Sites. There will be a limited number of animals able to be in each household depending on the size of the household and conversation with Case Manager and Shelter Staff. Any animals that are accepted at the time of entry will be registered at the time of intake. After the animal has been registered we will not accept the stay of any other animals during your time at C@P.

Pet waste area:

C@P will help to provide supplies for pet clean up as needed. It is the owner's responsibility to clean up immediately after the pet defecates.

Power/outlet usage

All are able to use the power outlets provided. There is to be no use of extension cords or generators to provide power to the shelters.

Smoking:

There is to be no smoking except for in the approved smoking location.

_____ (signature) _____ (date)

_____ (Printed name)

Village of Hope (Portland Rd. Managed Camp) - Site Standards

Driving:

We share the parking lot with a lot of businesses and family services. Please keep your speed below 5mph. Please use the gate and Wayside Terrace road for both coming in and going out.

Parking:

We have limited parking available to us on the property. We have the ability to have one vehicle (Motorcycles included) per adult. Please park in the back section of the property next to our shelter space. Vehicles will need to be registered with shelter staff and a parking pass will be issued. Because this is a shared property there is to be no working on vehicles on the property. All vehicles must be in working condition.

Cleanliness and Storage:

There is limited capacity for the storage of personal items. However, we do have to keep things organized and clean. C@P will provide storage options for all guests. You will have access to 4 storage totes. Up to 2 totes can be stored in our storage units.

Animals:

Animals must be under the owners control at all times while on C@P Sites. There will be a limited number of animals able to be in each household depending on the size of the household and conversation with Case Manager and Shelter Staff. Any animals that are accepted at the time of entry will be registered at the time of intake. After the animal has been registered we will not accept the stay of any other animals during your time at C@P.

Pet waste area:

C@P will help to provide supplies for pet clean up if needed. Pet area will be located on the right side of the building out of the fenced area. There is grass and a pathed walkway for animals. All animals must be on a leash at all times.

Power/outlet usage

All are able to use the power outlets provided. There is to be no use of extension cords or generators to provide power to the shelters.

Smoking:

CCS is a smoke free property. However, we have been able to make our own smoking section. There is to be no smoking except for in this approved location. There is to be no water pipes, bong, or torches.

_____ (signature) _____ (date)

_____ (Printed name)